

# Amanda Phillips

Midlothian, VA 23112

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+1 804 873 6603

Authorized to work in the US for any employer

## Work Experience

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### **Inventory Associate**

CARVANA - Chesterfield, VA

December 2021 to Present

- Responsible for locating, moving, and staging vehicles;
- Responsible for verifying inventory, and shuttling cars through the facility and to off-site locations;
- Locate and move vehicles to designated staging area;
- Drive vehicles to process state inspections on-site and fuel;
- Responsible for visual inspection of vehicle integrity and reporting damage to management;
- Organize vehicles on the lot, by rearranging based on the staging area layout.

### **Dispatcher**

The Pierce Group LLC - Chester, VA

March 2020 to February 2022

- Ensure Responsible Delivery - packages are delivered on time, handled properly and safely;
- Provide accurate, valid, and complete information for every delivery;
- Manage large amounts of incoming calls;
- Maintain employee/driver relations and customer expectations through daily meetings; maintain open communication by answering questions and explaining policies and procedures; submit and respond to ideas to improve employee/driver engagement and performance;
- Evaluate service levels to ensure they exceed customer satisfaction. Consistently enforce company policies and procedures;
- Coordinate training, conduct employee/driver observations, up-date preferred work methods, conduct accident investigations to determine root causes, and routine safety inspections;
- Make recommendations for disciplinary action and/or behavior modification as required. Perform management functions of driver selection, development, discipline, performance reviews, and/or terminations;
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution;
- Manage On the Road accidents and incidents with composure;

### **Human Resources Manager**

The Pierce Group LLC - Chester, VA

July 2021 to January 2022

- Manage the hiring process, including recruiting, interviewing, hiring, and onboarding;
- Respond accurately and professionally to questions and concerns from drivers through multiple channels (in-person, email, phone, etc.) in a timely manner;

- Escalate and take partners when discrepancies or issues arise with drivers interactions such as Leave of Absence, accommodations, or other employee relations issues;
- Enter and review associate data within ADP and payroll systems timely and accurately;
- Provide subject matter expertise to drivers and leadership on people practices, systems, and resources;
- Assist managers in responding to associate questions regarding time/attendance, benefits, policies.

## **Dispatcher**

Allegiance Logistics LLC - Richmond, VA

January 2019 to March 2020

- Ensure Responsible Delivery - packages are delivered on time, handled properly and safely;
- Provide accurate, valid, and complete information for every delivery;
- Manage large amounts of incoming calls;
- Maintain employee/driver relations and customer expectations through daily meetings; maintain open communication by answering questions and explaining policies and procedures; submit and respond to ideas to improve employee/driver engagement and performance;
- Evaluate service levels to ensure they exceed customer satisfaction. Consistently enforce company policies and procedures;
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- Manage On the Road accidents and incidents with composure;

## **Delivery Driver**

Amazon Flex - Richmond, VA

April 2018 to January 2019

- Safely drive and operate the vehicle at all times.
- Use a handheld device for routing and customer delivery information.
- Navigate a variety of routes throughout delivery areas.
- Comfortable driving and working in varying weather conditions. Load and unload packages to be delivered.
- Lifting packages up to 50 lbs and able to get in and out of the van and walk up and down stairs through the shift.

## **Education**

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### **High school diploma**

High School, Colegio Maua

February 2010 to December 2012

## **Skills**

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- Portuguese

- Delivery Driver Experience
- Logistics
- Microsoft Word
- Human Resources Management
- Recruiting